



Support News 

**June 13, 1994**

Volume I, Issue 4

**“Get Off the Highway  
and Into the Alley™”**

**In This Issue...**

Inside Information ..... 2

Thoughts From the Alley Cat – Alley Picked as File of the Week on GENie ..... 3

Facts by Fax ..... 4

Traveling with Your Macintosh: Part 2 – Class 2 and 3 Products ..... 5

All About Apple Scanners ..... 8

Apple Media Kit & Cross Platform ..... 12

The PowerBook Duo Type III Battery ..... 15

Why Did My Printout Get Faxed? ..... 16

Printer Drivers and Cables ..... 17

Where to Find the Information Alley ..... 18

Tell Us What You Think ..... 19

# Inside Information...

## About the Information Alley

The Information Alley™ is a publication of Apple Computer, Inc., Support Information Services. It is available to all Apple customers and computer users through a variety of on-line services and direct email capability. The goal of the Information Alley is to help Apple computer users get full use of their Apple computers, peripherals, and software.

Articles chosen for the Information Alley come from many sources, both from inside Apple Computer and from our customers and users. Sources include the Technical Information Library, Apple Assistance Center, New Technology Group, World Wide Product Technical Support, Apple Users Groups, and other technical groups and organizations.

## Submissions and Letters to the Information Alley

We welcome articles that help Apple computer users become more knowledgeable about the functionality of their systems, explain or illustrate complex features or functions, or that describe technical tips or techniques. Send submissions to:

Information Alley  
Apple Computer  
1200 East Anderson Lane  
MS 212-STI  
Austin, TX 78752

Fax: (512) 908-8018  
email: [alley@apple.com](mailto:alley@apple.com)

We also welcome letters to the editor and suggestions for future articles. Please send all letters to the preceding address.

## Copyright Notice

This magazine and the products and software described in it are copyrighted, with all rights reserved.

Individual articles in this magazine may be reprinted, in their entirety, without prior written permission from Apple as long as full credit is given to Apple Computer and the Information Alley is listed as the source of the information.

You must have prior written permission from Apple Computer to reprint portions of articles from this magazine. For permission, contact:

Janet Christian, Editor  
Information Alley  
Apple Computer  
1200 East Anderson Lane  
MS: 212-STI  
Austin, Texas 78752

Voice: (512) 908-8975  
Fax: (512) 908-8018  
email: [alley@apple.com](mailto:alley@apple.com)

## Trademarks

The Apple logo is a trademark of Apple Computer, Inc., registered in the U.S. and other countries.

Apple, the Apple logo, APDA, AppleLink, AppleShare, AppleTalk, A/UX, EtherTalk, HyperCard, HyperTalk, ImageWriter, LaserWriter, LocalTalk, Macintosh, and ProDOS are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.

Apple Desktop Bus, Balloon Help, Disk First Aid, Finder, SuperDrive, Information Alley, "Get off the Highway and Into the Alley", and TrueType are trademarks of Apple Computer, Inc.

Classic is a registered trademark licensed to Apple Computer, Inc.

AppleCare is a service mark of Apple Computer, Inc., registered in the U.S. and other countries.

All other products mentioned in this magazine are trademarks of their respective companies. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Apple assumes no responsibility with regard to the performance of these products.

Apple Computer, Inc., products (hardware and software) described in this magazine are subject to update and change. This magazine makes no assurance that functions and technical information described here is not superceded by subsequent releases of the product described.

The Information Alley is produced using FrameMaker 4.0 on a Macintosh Quadra 610 running System 7.1.2.

## Published bi-weekly by

**Apple Computer, Inc.**  
**Support Information Services**  
**1200 East Anderson Lane**  
**MS: 212-STI**  
**Austin, TX 78752**  
**(512) 908-8975**

Janet Christian, Editor

Regular Columnists:

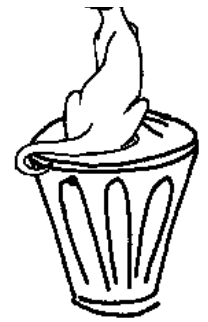
Wayne Brissette  
Janet Christian  
Darren Conrad  
Leslie Dolan  
Stephanie Hahn  
Mark Hansen  
Fred Widmer



If you print the Alley,  
please share when done!

© 1994 by Apple Computer, Inc.

# ***The Alley Picked as File of the Week on GENie***



By Janet Christian

The Information Alley (Volume I, Issue 2) was recently picked by GENie (a commercial on-line service) as their File of the Week! We are pleased with the response we are receiving about the Information Alley. As we've frequently stated, the Information Alley is here to benefit you as an Apple computer user.

We continue to take your layout and content suggestions to heart, and will keep polishing and "tweaking" the Alley to be as easy to read and use as possible.

We are also interested in your ideas for columns. Is there a particular technical topic or product area that you feel would make a good article? Please let us know. Have you found a great way to "get the most" out of your Apple computer? We'd like to share it with others. Please see **Submissions and Letters to the Information Alley** on page 2 for information about sending us submissions.

## **Page Numbering**

As one reader suggested, we now put page numbers at the top of each page, to make it easier for those who read the Information Alley on a smaller monitor.

## **New, Better Font**

This issue, we are trying a new, slightly larger font (except for the **Inside Information...** page) to make the Alley even more readable on your computer screen. We previously used 12 point Helvetica, which was the best font we tested. This issue we are using 12 point Lucida. Even though both fonts are 12

point, the Lucida formats slightly larger and more "open-spaced" – the same text takes slightly more room on the page. We would like your feedback on this new font.

As a direct comparison, the first of the titles and paragraphs that follow uses Helvetica; the second uses Lucida. The text in the paragraphs is identical, to make comparing easier:

### **Helvetica:**

This paragraph illustrates one font that is available to us for use in the Information Alley. It is 12 point type.

### **Lucida:**

This paragraph illustrates one font that is available to us for use in the Information Alley. It is 12 point type.

## **New Length**

You might notice that the Information Alley is now 19 pages (instead of 18). We didn't want to sacrifice content just because the new font takes up a bit more room.

## **New Common Ground Mini-Viewer**

This issue was produced with an updated version of Common Ground and includes a new mini-viewer. For those of you that choose to print the Information Alley, this hopefully corrects the problems that some of you have had (with "lost" and "garbage" pages. Please let us know if you still have difficulty printing. 🍏

# Facts by Fax

By Chris Wigington

Apple Computer offers a "Fax on Demand" service called Apple Fax. This service is available 24 hours a day, 7 days a week. Product literature as well as technical support information is available through this service free of charge. Over 200 outgoing fax lines assure you of receiving the latest product information direct to your fax machine within minutes.



You can access the Apple Fax system directly by calling 1-800-505-0171. When you call, you are given the option of having one of two catalogs faxed to you:

- Product Literature Catalog
- Technical Support Catalog

If you already know the document number, you may request a specific document.

## **Product Literature Catalog**

The product literature catalog contains the document numbers needed to request product literature sheets, also known as spec sheets, of Apple's current line of shipping and announced products.

## **Technical Support Catalog**

The technical support catalog is a five-page catalog containing document numbers of available technical support documentation created by the Apple Assistance Center. Here is a list of topics in the catalog:

- HyperCard
- Macintosh Fonts and Desk Accessories
- Macintosh Operating Systems
- Macintosh Quadra
- Macintosh Software Troubleshooting
- Networking
- Newton
- Performa
- PowerBook
- Power Macintosh
- QuickTime

Over 90 documents are currently available. The catalog includes a short abstract on each document, helping you to find the technical information you need. The documents are written in a concise, easy to read, step by step format.

Access to Apple Fax can also be obtained through Apple's automated Interactive systems at 1-800-SOS-APPL. During long queue times, you are given the option of transferring to Apple Fax, where an answer to your question may already be available. 🍏

# *Traveling With Your Macintosh*

## *Part 2 – Class 2 and 3 Products*

From the Technical Information Library

This is the second part of a two-part article that provides the electrical specifications for Apple hardware. The Apple products described here are manufactured for use in the USA. This article describes Class 2 and Class 3 products (Class 1, Universal products were described in the last issue).

### **Class 2 – Frequency Independent**

These products are designed to operate at a line voltage ranging from 107V to 137V at 50 or 60 Hz (cycles per second). If the destination country uses a line voltage of 220V, and the product only accepts 120V, you'll need a 220V to 110V stepdown isolation transformer. This type of transformer is the only one known to give a clean signal. Although converters are available in the U.S., there are reports that these devices have damaged some Apple products.

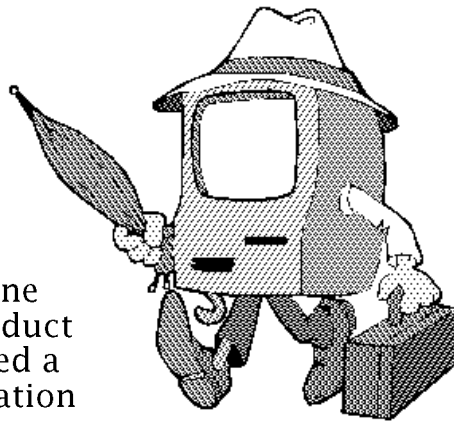
The transformer's wattage should be 150% of the total wattage of the system (computer, monitor, hard disk, printer, and so on). For example, if the system pulls 250 watts of power, use a transformer rated for a minimum of 375 watts. A 500-watt unit should be sufficient for an entire Apple system (CPU, monitor, and printer). The unit must have a third prong for a grounded outlet. Electrical shock to you or damage to the hardware may occur if the units are not grounded.

Non-universal Apple power supplies function correctly with voltages between 107V and 132V. If line voltage fluctuates outside these specifications,

you'll need to use a power conditioner to ensure uninterrupted operation of your Apple equipment. Operating without the conditioner probably won't result in damage to the hardware, although the voltage fluctuation may cause your system to crash, in which case, you'll lose any data in memory and may even lose data stored on the disk.

### **Class 3 – Frequency Dependent**

These products work only within a narrow range in frequency and generally don't work internationally. Transformers only adjust voltage, so if the product requires a certain frequency, there's no practical way to convert both voltage and frequency.



If the country uses a line frequency other than 60Hz, then all AC-powered devices attached to your computer system (such as monitors, printers, plotters, hard disks, and so on) must be Class 2 (frequency independent). That is, they must be able to operate on a line frequency of either 50 or 60Hz. Further, a voltage transformer is required if the destination country has a voltage different from the home country. Most products made by Apple are frequency independent (except Class 3 products).

If you want to connect your Apple computer to a device that is not manufactured by Apple, find out from the device's manufacturer if it is frequency independent. If it is, you can use the device with your computer (after you compensate for the voltage differences, if any).

Continued on next page...

## **Class 2 Products**

<b>Class 2 Product</b>	<b>Watts</b>	<b>Amps*</b>	<b>BTU/hr**</b>	<b>Volts</b>	<b>Hertz</b>
<b>Apple II and Apple III Computer Systems</b>					
Apple II, II Plus	60	.5	205.2	107-132	50-60
Apple IIc Plus	60	.5	205.2	90-130	50-60
Apple IIGS	60	.5	205.2	107-132	50-60
<b>Macintosh XL and Compact Macintosh Systems</b>					
Lisa (Macintosh XL)	150	1.25	513	120	50-60
Macintosh 128K, 512K, 512Ke	60	.5	205.2	105-125	50-60
Macintosh Classic, Classic II	76	.63	260	120	47-63
<b>Hard Disk Drives</b>					
ProFile	120	1.0	410.4	110	50-60
<b>Performa Series</b>					
Performa 200	76	.63	260	120	47-63
<b>LaserWriter Printers</b>					
LaserWriter II, IISC, IINT/NTX, IIg/IIf	900	7.5	3078	90-126	50-60
Personal LaserWriter SC, LS, NT, NTR	600	5.0	2052	110-115	50-60
Personal LaserWriter 300	360	3.0	1231	100-115	50-60
LaserWriter Pro 600, 630	560	4.67	1915	90-110	58-62
LaserWriter Pro 810	560	4.6	1915	90-126	58-62
LaserWriter Select 300, 310	450	3.75	1539	110-115	50-60
LaserWriter Pro 360	450	3.75	1539	100-115	50-60
<b>Other Printers</b>					
Color Plotter	33	.28	112.9	120	48-63
StyleWriter	23	.19	78.7	110-120	48-62
StyleWriter II	19.5	.16	67	100-120	48-62
Portable StyleWriter	23	.19	79	100-115	50-60
<b>Apple II Monitors</b>					
Color Monitor 100	70	.58	239.4	117	50-60
Color Monitor IIe, IIc	48	.4	164.2	108-132	50-60
Monitor II	45	.38	153.9	115	50-60
Monitor IIc	35	.29	119.7	115	50-60
Monitor III	30	.25	102.6	115	50-60
AppleColor RGB	90	.75	307.8	108-132	50-60
AppleColor Monitor	75	.6	256.5	108-132	50-60

Continued on next page...

...Continued from previous page

Product	Watts	Amps*	BTU/hr**	Volts	Hertz
<b>Apple Monitors</b>					
12-Inch RGB Display	90	.75	307.8	110	50-60
Performa Display, Plus Display	85	.71	290.7	98-132	57-63
21-Inch Color Display	165	1.38	564.3	120	47-63
Apple Basic Color Monitor, Color Plus Display	70	1.58	240	100-125	50-60
<b>Other Peripherals</b>					
Apple Scanner	65	.54	222.3	120	58-62
Apple OneScanner, Color OneScanner	45	.38	153.9	120	58-62
AppleCD SC	40	.33	136.8	120	47-64

### **Class 3 Products**

Class 3 Product	Watts	Amps*	BTU/hr**	Volts	Hertz
<b>Apple II and Apple III Computer Systems</b>					
Apple III, III Plus	100	.83	342	107-132	60
Apple IIe	60	.5	205.2	95-127	60
Apple IIc	25	.2	85.5	105-129	60
<b>LaserWriter Printers</b>					
LaserWriter	760	6.3	2599.2	115	60
<b>Other Printers</b>					
Dot Matrix Printer	180	1.5	615.6	100-115	60
Daisy Wheel Printer	150	1.25	513	120	60
Scribe	60	.5	205.2	120	60
ImageWriter, II, LQ	180	1.5	615.5	120	60
Apple Color Printer	30	.25	103	120	60
Apple Color StyleWriter Pro	120	1.0	410.4	120	60
<b>Other Peripherals</b>					
AppleFax Modem	10	.08	34.2	120	60
Apple DataModem 2400	7	.06	23.9	110	60

**Note:**\* Amps calculated at 120 volts (Amps = Watts/Volts), except for PowerBooks (Amps calculated at 7.5 volts) and PowerBook Duos (Amps calculated at 24 volts).

\*\* The BTU calculation is Watts X 3.42 = BTU/hour. The BTU ratings for Apple systems take into account any hard disk or expansion card(s) that may be installed internally. 🍏

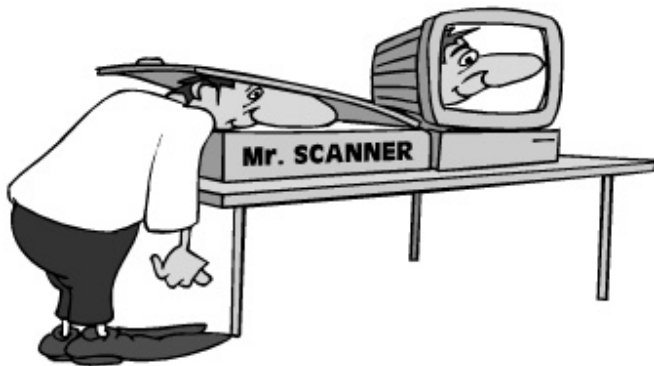
# All About Apple Scanners

By Mike Radowski, Benny Clark, and Murray Wheeler

Apple Computer offers three types of scanners to use with your Macintosh computer. These are:

- Apple Scanner
- Apple OneScanner
- Apple Color OneScanner

There is also a variety of software packages and options that you can use with these scanners. This article describes these scanners and the available software.



## The Scanners/Software

### **The Apple Scanner**

The Apple Scanner is a single pass black and white scanner with up to four-bit gray scale (16 levels of gray) capability. (The number of passes is only important when discussing color scanners). It uses a program called AppleScan to capture the images. AppleScan 1.0, when used with Scanner driver 1.0 or 2.0, only works with System 6. To get this scanner to work with System 7, you need AppleScan 1.0.2 and Scanner version 2.0 or 3.0.

### **The OneScanner**

This scanner is an eight-bit gray scale (256 levels of gray) scanner. Apple bundles software from Light Source, Inc., called Ofoto 1.1, which is standalone gray scale scanner software.

Gray scale images won't print properly with older LaserWriter drivers, so confirm LaserWriter driver 6.0.1 or later is installed in the system folder. Ofoto also requires system software version 6.0.7 or later and 32-bit QuickDraw, which is built into System 7. It is fully compatible with System 7 or later. Ofoto is not available as a separate product from Apple. There are two Ofoto upgrade kits available from Light Source, Inc. – one version works only with the Apple Scanner; the other version works with all scanners.

Ofoto 1.1 incorporates support for QuickTime image compression abilities. This lets you compress and decompress still image files and save them as much smaller files. The QuickTime system software extension is included with the new software. Other enhancements include the addition of an auto “sharpen” command, a simplified calibration process, and improved access to the “image-type” control.

Support for QuickTime compression/decompression abilities significantly reduces the file sizes of scanned images as much as 10 times. QuickTime provides various compression choices, including the Joint Photographic Experts Group (JPEG) industry standard method of image compression. QuickTime also makes the opening and decompression of compressed files saved in the standard PICT format automatic to all Macintosh applications. The other

Continued on next page...



...Continued from previous page

enhancements refine the user interface of the scanning software and improve the quality of scanned images.

HyperScan is a HyperCard stack that is bundled with the Apple Scanners specifically for users who create HyperCard stacks. It provides 1-bit (black and white) images for on-screen use. Note that HyperScan is only for use with Apple Scanners, and does not support third party scanners.

### **Color OneScanner**

The color One Scanner is a single pass 24-bit color (16 million colors) scanner that includes Ofoto 2.0 and HyperScan 2.0. Ofoto 2.0 supports all Macintosh computers with a 68020 or higher CPU. If you own a Macintosh Classic, SE, Plus, or PowerBook 100 computer, you need a special version of Ofoto. Please call Light Source at 1-415-461-3030 for your copy.

### **Installation**

Some of the files on the Ofoto 2.0 disks are compressed and must be expanded before you can use them. Files whose

names end in **.cmp** cannot be drag-installed. You must use the Installer to install Ofoto 2.0 on your hard disk.

To use Ofoto 2.0 with the Apple Color OneScanner, you should have at least 10 MB of hard disk space available before installation.

Be sure to turn off any virus-checking programs and start with extensions off before attempting to install the software.

### **Reinstallation**

Before reinstalling Ofoto 2.0, you should throw away the existing Ofoto Folder, located in the Preferences folder (in the System Folder).

**Note:** Throwing away this Folder also throws away all custom calibrations and templates and files you have created.

### **System Memory**

Ofoto 2.0 software requires a system with a minimum of 4 MB of Random Access Memory (RAM). If you plan to use

Continued on next page...

### **Bundled Software Compatibility**

<b>Product</b>	<b>Apple Scanner</b>	<b>OneScanner</b>	<b>Color OneScanner</b>
HyperScan 2.0.1	YES	YES	YES
AppleScan 1.0.2	YES	YES	NO
Ofoto 2.0.2	YES	YES	YES
ColorSync 1.0.5	NO	NO	YES
Scanner 3.0	NO*	NO	YES
Scanner 2.0	YES	YES	NO

**Note:**\* The Scanner 3.0 extension works with the Apple Scanner and Apple OneScanner if you use System 7. If you use System 6, you should use Scanner 2.0 with the Apple Scanner or Apple OneScanner.

...Continued from previous page

QuickTime to compress files, you need a system with a minimum of 6 MB of RAM available.

### **System Version**

If you are using System 7.0.1, you must have System 7 Tune-Up 1.1.1 installed as well. From the Finder choose "About This Macintosh" from the Apple Menu. If you see a bullet (•) character following the system software version number, Tune-Up 1.1.1 has been installed. If you are using System 7.0 or later, you should be using Scanner driver version 2.0 or later for the grayscale scanners and version 3.0 for the color scanner.

### **Ofoto 2.0 Application Memory**

The minimum memory partition size for Ofoto 2.0 is 1536K. Increasing the memory partition size (in the Get Info window) improves performance, especially in processing color images. While Apple has no specific recommendation, you may want to experiment with other settings, for example, 4096K (4 MB).

### **To Start**

Turn on the scanner and wait until it is fully powered on, then start up the computer. When the computer is ready, double click on the appropriate software icon. If the scanner is properly connected the software launches. If you get "Scanner is not responding" check the scanner's green ready light (on), SCSI cabling/ID/termination, and ensure the proper scanner driver is in the Extensions folder of your System folder. If there are other SCSI devices on the bus, remove them and connect the scanner with a terminator and see if you can scan. If everything seems OK, try reinstalling the Scanner (Ofoto) software. If you still have no luck, try a clean system install, and again reinstall the Scanner software.

## **Scanned Images**

You should be aware of the file size of scanned images. Can your computer work with it? Do you have enough RAM? Is your CPU powerful enough to modify it? Can your printer print it? Here is an example of scan sizes. You may note that none of these sizes are scanned at 300 dpi. (In PhotoShop V2.5 an 8.5 X 11 300 dpi color scan takes 24.6 megabytes of memory).

### **All Pre scans (8.5" x 14") – 3.1 MB**

- Apple Color Printer color final scans (scan dpi of 135):

SOURCE	SCAN SIZE
8" by 10"	8.6 MB
4" by 6"	2.6 MB
3" by 5"	1.7 MB

- LaserWriter llg gray scale final scans (scan dpi of 150):

SOURCE	SCAN SIZE	
	Best	Faster
8" by 10"	10.6 MB	3.6 MB
4" by 6"	3.2 MB	1.1 MB
3" by 5"	2.0 MB	700K

- Linotronic 300 gray scale final scans (scan dpi of 200):

SOURCE	SCAN SIZE	
	Best	Faster
8" by 10"	18.8 MB	6.3 MB
4" by 6"	5.7 MB	1.9 MB
3" by 5"	3.6 MB	1.2 MB

## **Scanned File Format**

### **TIFF**

Tagged Image File Format (TIFF) images are bit-mapped and support 24-bit

Continued on next page...

...Continued from previous page

color. The information stored is application dependent.

## **PICT**

PICTure (PICT) format originally used to transfer object oriented graphics. The original PICT only allowed eight colors, thus the making of PICT2. Because of its versatility PICT2 replaced PICT as the standard Macintosh QuickDraw format and uses the PICT name. PICT2 supports 24-bit color.

## **EPS**

Encapsulated PostScript (EPS) files created on the Macintosh are a combination of PostScript code and PICT files. The PICT portion displays on your screen; the PostScript code “displays” the image on a PostScript printer. EPS images created on MS-DOS or other computer platforms do not always contain a screen image in the EPS file. Most MS-DOS programs use TIFF files instead of PICT files to display images on the screen.

## **Compression Formats**

### **GIF**

Graphics Interchange Format (GIF) images are created by CompuServe for compression of graphic files and ease of download from electronic info boards. GIF only supports 256 colors (8 bit).

### **JPEG**

Joint Photographic Experts Group (JPEG) images are also created by CompuServe but the compression saves 24 bits and requires QuickTime to function.

## **Editing a Scanned Image**

Once you have scanned an image into a disk file, you can use a graphic art package, such as the following, to modify the image or even to save it to a different format (such as EPS to TIFF).

**Adobe PhotoShop** – Used for a variety of tasks, including photo editing and

manipulating high-resolution scanned images such as those used for magazine or video production.

**Fractal Design Painter** – Can make a scanned photo look like a watercolor or oil painting. It can even give an image the “look” of a particular artist, such as Van Gogh.

**Digital Darkroom** – Use for photo retouch of scanned photos.

**SuperPaint** – Lets you add additional graphics to a scanned image (such as adding text and positional arrows to a computer hardware image. 🍏

### **Tips and Tidbits**

In Photoshop 2.5, **Option**-click on the About box for any of the distortion filters. There will be a little check box at the bottom left of the About box, saying Show Preview and Sliders. Clicking on it changes the user interface so that when you pick Distortion plug-ins from then on, you’ll get a new, improved, undocumented user interface.

Hold down the **Option** key when selecting About... any of the distort filters (twirl, pinch, etc.). You’ll get a dialog box with a check box. Selecting it activates a preview function for these filters... you also get to see a neat caricature of John Knoll.

Hold down ⌘ **Shift** and click About Adobe Photoshop to bring up a hidden menu. Contributed by Camera & Darkroom’s Magazine.

Hold down the ⌘ key and select About Photoshop to see the “secret” about box from Mr. Wizard... the strange letters in the new password displayed have meaning (if read backwards) to any fan of The Day the Earth Stood Still. 🍏

# Apple Media Kit & Cross Platform

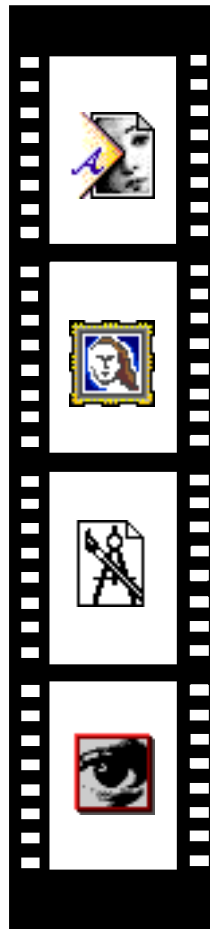
By Stephanie Hahn

Version 1.1 of the Apple Media Kit, Apple Computer's cross-platform multimedia authoring tool, includes enhanced features for both the Apple Media Tool and the Apple Media Tool Programming Environment. In addition, version 1.1 ships with a demo CD.

## **New Apple Media Tool Features**

To give designers and producers more power and flexibility in the project development process, the Tool includes these new features:

- Scrollable PICT and text files, which let designers scroll a picture or text image.
- A selection of cursors, controllers, and scrollbars, which lets designers personalize their projects with a variety of styles.
- QuickTime controller support, which lets designers assign QuickTime movie controllers to movies.
- Improved support for editable text, which lets the designer choose text font, style and color.
- A dissolve effect, which lets users fade from one screen image to another.
- A cross-platform utility that checks movie, picture, sound, and text files for compatibility with the Microsoft Windows platform and converts, if necessary, the files to the cross-platform formats of the Apple Media Kit.
- An addendum, which explains the new features and answers the most commonly asked questions about project creation using the Tool.



## **Commonly Asked Questions**

Here are some commonly asked questions specific to the cross-platform capability of the Apple Media Tool.

### **Question**

What are the system requirements for Microsoft Windows-compatible computers that are running Apple Media Kit runtime modules?

### **Answer**

Here are the system requirements:

- Pentium- or 486-based Windows-compatible computer with Windows 3.1
- QuickTime for Windows
- Audio (or sound) card
- Windows-compatible video board capable of displaying at least 256 colors on a 640 by 480 pixel monitor
- CD-ROM player (if distributed on CD-ROM)
- Sufficient memory to display the desired runtime module

### **Question**

Although the literature states that Apple supports the creation of mixed mode and Windows-only CDs with the Apple Media Tool, I have heard and read that there are known problems with being able to read such CDs in the Windows environment. Is there any additional information on this?

Continued on next page...

...Continued from previous page

## Answer

While some people have had problems creating mixed mode CD-ROMs, other companies have had good success. It depends on how much time they are willing to spend on development and testing. The most common reason for problems is that the media files are in the wrong formats or don't conform to the eight character restriction of DOS.

A good example of a mixed-mode disc is the "Forever Growing Garden" developed by a company called Arborescence located in San Francisco. The CD is distributed by Media Vision.

## Question

My Windows runtime does not work. What could be wrong?

## Answer

Although it is difficult to determine, the most common reason for this problem is that the media files are not in the right format. Media files must be converted using the converters supplied with the Apple Media Tool. Sounds must be converted into the WAV format (not "snd" or AIFF). Backgrounds saved in the PICT format (not Photoshop's native format). QuickTime movies must be "cross-platform" and "flat".

The second most common reason for problems like this is a failure for media files to conform to DOS naming conventions. You must change the file names (if necessary) and use the "Replace Media" menu command in the Apple Media Tool before doing the Save As Text command in the Apple Media Tool. If you change the names afterward (or the file names change when converted to your DOS machine), the runtime looks for the wrong file name. It cannot know what name to look for on the Windows platform because there is not a 1:1 correspondence between Macintosh file names and DOS file names. We recommend that you convert

the file formats and the file names during development and test the Macintosh version of your runtime thoroughly. When you move your project to your Windows machine, you should test all your movies to verify they work properly with QuickTime for Windows.

## Question

My QuickTime movies do not work with QuickTime for Windows (QTW). I thought that all QuickTime movies work on both platforms. What is wrong?

## Answer

Not all movies that work with QuickTime for Macintosh automatically work with QTW. Some aspects of QuickTime movies do not translate to other platforms. For instance:

- Macintosh movies can "point" to other movies such that a "QuickTime movie" can actually consist solely of frames from other movie files. Removing these "pointers" makes a movie "self-contained".
- Macintosh movies can store important data in Macintosh "resources", a component of files that exist only on the Macintosh platform. Moving all important data into the non-resource area makes a movie "cross-platform".

**Note:** Removing all pointers and changing resources is referred to as "flattening" a movie.

Check all the movies to make sure they are converted to the necessary "self-contained" and "cross-platform" QuickTime formats. You can do this using Adobe Premier or Video Fusion. To verify that you did it right, you should open the movies in the QuickTime for Windows "Movie Player" program (which comes with QuickTime for Windows) and see if they work. If your movies do not open properly in the Windows "Movie Player" program, then the movies are not in the correct format.

Continued on next page...

...Continued from previous page

### Question

For text that is part of a project created on the Macintosh using the Apple Media Tool and then compiled to run on Windows, are those fonts compiled as part of the project, or does the project rely on the Windows system fonts?

### Answer

As with most font handling for all applications, if you don't have the corresponding font on the PC, a default font is used instead. You can use the PC version of StyleEdit (`STYLEDIT.EXE`) to look at your text on the PC and find a close match if you don't have the corresponding font. Another alternative is to create a picture, and font substitution won't be an issue.

### Question

Can you compile twice (once for Macintosh and once for Windows) but use one copy of the data on a Mixed "Hybrid" Mode CD-ROM (Mac HFS and ISO 9660). Could you describe the logistics of producing the Mixed Mode CD specifically as to what data can be used in both worlds and what would have to be put on the disk twice?

### Answer

You must contact specific CD-ROM makers to get details of their own software, hardware, and logistics. At least one company who makes CD-ROM-maker hardware/software estimated that the "overhead" for making a hybrid CD (compared to making the CD-ROM just for Macintosh-HFS) is less than one megabyte. All the "extra" data you would need would be the four windows files ending with `.EXE`, `.KW1`, `.KW2`, and `.KW3` (and possibly a `.INI` file). The logistics vary depending on the manufacturer of the CD-ROM-maker hardware/software.

### Question

When I run the runtime application on my PC, it quits after saying that

transparency does not work on my Windows machine. I have even tried several video cards. What is wrong?

### Answer

Use Runtime maker 1.1 and be sure to follow the instructions enclosed with it regarding copying the `.INI` file in the Runtime Maker folder to your PC runtime folder. If you use the AMT Programming Environment, be sure to include these lines in your `PROGRAM.INI` file:

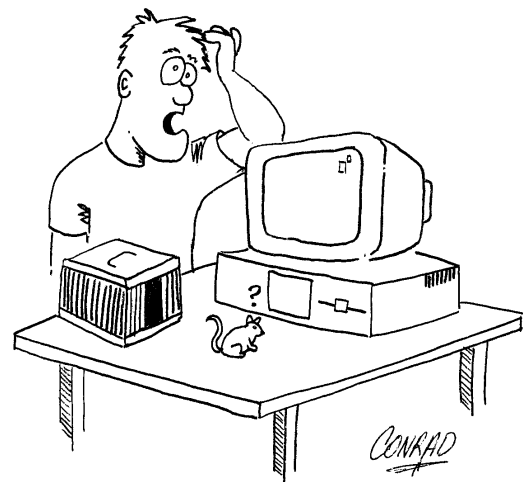
```
[video]
transparency=bitmap
```

If you have renamed your PC runtime `MYPROJ.EXE`, then you must change the name of your `.INI` file to `MYPROJ.INI` file and put it in the same directory. 🍏

### Tips and Tidbits

Turn on Balloon Help and point to the QuickTime file. The balloon reads: "time n. A nonspatial continuum in which events occur in apparently irreversible succession from the past to the present to the future." Contributed by Kristopher Nasadowski. 🍏

### Alternate Route • Darren Conrad



"My dealer told me I need a mouse for this computer... now what do I do with him?"

# The PowerBook Duo Type III Battery

By Darren Conrad

This article answers common questions on the PowerBook Duo Type III battery.

## Question

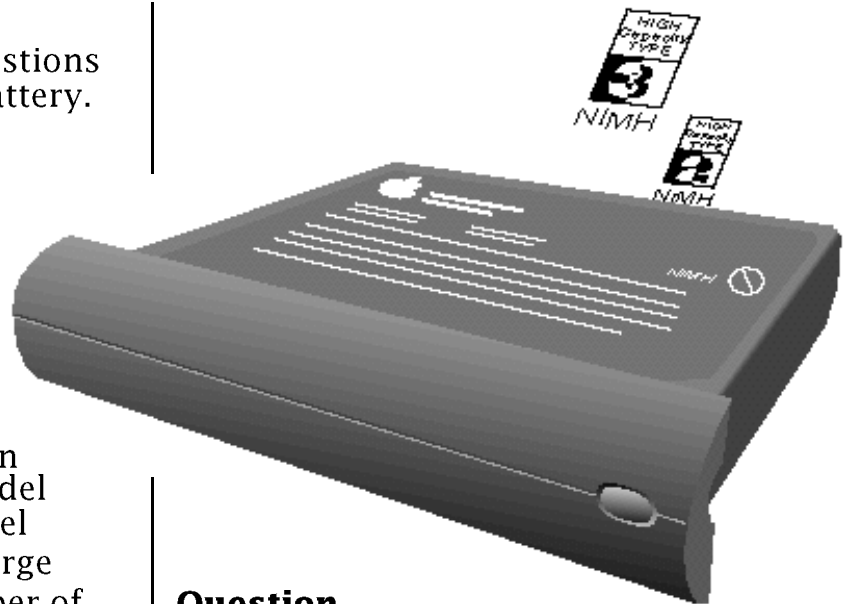
Does the Type III battery for the PowerBook Duo use the same battery charger as the older Type II battery?

## Answer

Type I, II, and III Duo batteries can be recharged in the recharger model M1812. The older recharger, model M4777, can only be used to recharge Type I batteries. The model number of the recharger is printed on the bottom of the recharger. If you have recharger model M4777, you cannot use it with Type III batteries. Contact Apple or an Apple authorized reseller to obtain the correct model.

If a red light appears when you place a Type III battery into the recharger, the recharger is either the older model or the recharger needs to be updated. Follow these steps to update a model M1812 recharger:

STEP	ACTION
1	Shut down the PowerBook Duo.
2	Plug the power adapter into an AC outlet using the power cord that came with the computer.
3	Snap the recharger onto the side of the power adapter.
4	Plug the power adapter cable into the power adapter port on the back of the Duo computer.
5	Turn on the PowerBook Duo.



## Question

What software do I need to install to correctly use Type III batteries in older PowerBook Duo computers?

## Answer

You need to use the Type III Battery Extension, which is provided on a diskette with the battery when you purchase it. The 2.0 Enabler requires System 7.1.1, which is not available for the older Duos.

## Question

The PowerBook Duo 280c comes with a newer AC power adaptor. Can older AC power adaptors be used with the Duo 280c and the new battery recharger?

## Answer

You can use older AC power adaptors with the Duo 280c. The Duo 280 uses AC adapter model M7783. The Duo 280c can use model M7783 however, it is suggested that the new model M2693 AC power adapter be used. You can use the new version of the AC power adapter with the model

Continued on next page...

...Continued from previous page

M1812 Battery Recharger. As explained previously, the battery recharger model M4777 cannot be used with Type III batteries.

### **Question**

Do I need the new battery recharger to use Type III batteries in older Powerbook and Duo computers?

### **Answer**

Type III batteries are used in the PowerBook Duo and the PowerBook 500 series. However, the batteries used with these two systems are not interchangeable since their shape and design are different. Since the PowerBook 500 series battery has a different shape and case design than the PowerBook Duo battery, it will not fit in the Duo recharger.

At this time, there is no external battery recharger for the PowerBook 500 series Type III battery. The PowerBook 500 series lets you charge two batteries in two hours if the unit is shutdown or in sleep mode, or four hours if the unit is in use.

### **Question**

Is the PowerBook Duo power adapter compatible with the PowerBook 500 series?

### **Answer**

No, the Duo power adapter is completely different and cannot be used with the PowerBook 500 series.

### **Question**

Will there be a new recharger and power adapter which is compatible with all battery types?

### **Answer**

There are no current plans for any additional chargers or power adapters. 🍏

## **Why Did My Printout Get Faxed?**

By Denny Carag

If you have a LaserWriter Select 360 with the Fax option you may sometimes find that your documents are faxed instead of printed.

This is actually a two-part problem and occurs on both the LaserWriter Select 360 as well as the LaserWriter Pro 810, when both have the Fax option cards. The first part of this problem is that there are some applications that bypass the Print dialog box, and so the destination of the print job (printer, file, or fax) is indeterminate.

Without the Print dialog, you are unable to select the appropriate destination (fax, printer, or file), so you cannot determine where the job is being sent. There are no rules as to which destination takes priority, but typically the job is sent to the previous destination stored in the driver. (Note that this varies with versions of the LaserWriter Driver).

We strongly recommend using the Apple Print dialog (rather than the application's Print dialog) whenever possible, otherwise the destination of the job is questionable. Check the application's user's guide for instructions on using Apple's Print dialog. We are currently aware of a few applications that allow a bypass of the Print dialog, including AppleLink, Microsoft Excel, HyperCard, and PageMaker.

The second part of the problem is that LaserWriter 8.0 and 8.1.1 have a "sticky" destination feature. Basically, the driver maintains the last selected destination and uses that destination for any future jobs, until a different destination is chosen. Apple will be modifying the next revision of the driver to be "non-sticky" and have it always default to "printer". 🍏



# Printer Drivers and Cables

By Steve Schwartzman and Merry Henderson

This article provides a complete list of Apple printers, their appropriate drivers, and the cables to use.

The notes on the next page correspond to the bold numbers (such as <sup>1</sup>) in the table.

PRINTER	DRIVER AND LATEST VERSION	CABLE(S)
<b>Dot Matrix Printers</b>		
ImageWriter, II	ImageWriter 7.0.1	Serial
ImageWriter II (networked) <sup>1</sup>	AppleTalk ImageWriter 7.0.1	LocalTalk
ImageWriter LQ	LQ ImageWriter 7.0.1	Serial
ImageWriter LQ (networked) <sup>1</sup>	LQ AppleTalk ImageWriter 7.0.1	LocalTalk
<b>Ink Jet Printers</b>		
StyleWriter	StyleWriter 7.2.3 or StyleWriter II v 1.2	Serial/Shareable <sup>2</sup>
StyleWriter II	StyleWriter II 1.2	Serial/Shareable <sup>2</sup>
Portable StyleWriter	Portable StyleWriter 1.0.1	Serial
Color StyleWriter Pro	Color SW Pro 1.5	Serial/Shareable <sup>2</sup>
Color Printer	Apple Color Printer 1.0	SCSI/Shareable <sup>2</sup>
<b>Laser Printers</b>		
Personal LaserWriter LS	Personal LW LS 7.2 or LaserWriter 300 v 1.2	Serial/Shareable <sup>2</sup>
Personal LaserWriter NT, NTR	LaserWriter 7.1.2 or LaserWriter 8.1.1	LocalTalk <sup>3</sup>
Personal LaserWriter SC	Personal LW SC 7.0.1	SCSI
Personal LaserWriter 300	LaserWriter 300 v 1.2	Serial/Shareable <sup>2</sup>
Personal LaserWriter 320	LaserWriter 8.1.1	LocalTalk
LaserWriter, Plus	LaserWriter 7.1.2 or LaserWriter 8.1.1	LocalTalk <sup>3 &amp; 4</sup>
LaserWriter IISC	Personal LW SC 7.0.1	SCSI
LaserWriter IINT, IINTX, Iif	LaserWriter 7.1.2 or LaserWriter 8.1.1	LocalTalk <sup>3</sup>
LaserWriter IIg	LaserWriter 7.1.2 or LaserWriter 8.1.1	LocalTalk or Ethernet <sup>3</sup>
LaserWriter Select 300	LW Select 300 1.2 or LaserWriter 300 v 1.2	Serial/Shareable <sup>2</sup>
LaserWriter Select 310	LW Select 310 v 1.0.1	Serial

Continued on next page...

...Continued from previous page

PRINTER	DRIVER AND LATEST VERSION	CABLE(S)
LaserWriter Select 360	LaserWriter 8.1.1	Serial or LocalTalk
LaserWriter Select 600	LaserWriter 7.2 or LaserWriter 8.1.1	Serial or LocalTalk
LaserWriter Pro 630	LaserWriter 7.2 or LaserWriter 8.1.1	Serial, LocalTalk, or Ethernet
LaserWriter Pro 810	LaserWriter 8.1.1	Serial, LocalTalk, or Ethernet

**Note:1** – With LocalTalk Option card installed.

**2** – Uses GrayShare. Apple's GrayShare technology gives you the ability to print over 130 shades of gray and lets you connect your printer to a network through your Macintosh. The Color StyleWriter Pro uses color instead of grayscale.

**3** – Apple does not support, nor recommend using, a serial cable on the LocalTalk port.

**4** – Some LaserWriters and LaserWriter Plus printers are not compatible with LaserWriter 7.1.2 and should use the LaserWriter 7.0 or 8.1.1 driver instead. 🍏

## Where to Find the Information Alley

You can now find the Information Alley on these on-line services:

- AppleLink  
Path is: Support → News & Support Guide: Apple Information Alley
- eWorld  
Path is: Computer Center → Apple Customer Center → Quick Answers → Save Yourself a Phone Call → The Information Alley
- CompuServe  
Currently posted in Ziffnet/Mac area.
- GENie  
Currently posted to Macintosh Software Library.
- Internet  
Path is: Apple Computer Higher Education gopher server → Apple Support Area → The Information Alley (using Turbogopher software).  
Host name is: info.hed.apple.com – IP number is: 134.84.132.13
- America Online  
Posted to the Macintosh Hardware Forum. Check under New Files and free uploading.
- Imagine-Net BBS (Irvine, California).  
Send email to: eabarry@aol.com 🍏

# Tell Us What You Think

Tell us what you think of the Information Alley. We want the Alley to be as useful for you as possible. Your feedback will help us reach this goal. Please fill out this form and fax, mail, or email it to the address at the bottom of this page.

## Content

Were the articles interesting and informative?      YES      NO      If NO, please explain:  
\_\_\_\_\_

How was the technical depth of the articles?      NOT ENOUGH      ABOUT RIGHT      TOO MUCH  
Comments: \_\_\_\_\_

Did you find any specific article especially useful?      YES      NO      If YES, list which one:  
\_\_\_\_\_

Did you find any specific article impractical?      YES      NO      If YES, list which one:  
\_\_\_\_\_

## Format and Layout

Is the format and layout easy to follow?      YES      NO      If NO, please explain:  
\_\_\_\_\_

Is the type easy to read?      YES      NO      If NO, please explain:  
\_\_\_\_\_

Do the graphics enhance or clutter the magazine?      ENHANCE      CLUTTER  
Comments: \_\_\_\_\_

Did you read the magazine on-line or did you print a copy?      ON-LINE      PRINTED COPY  
Comments: \_\_\_\_\_

Please describe ways in which the Information Alley could be improved, or give us your ideas on future articles.  
\_\_\_\_\_

## Personal Information (optional)

Please let us know who you are in case we have questions about your suggestions or comments.

Name \_\_\_\_\_ Telephone \_\_\_\_\_

Company \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_ Zip \_\_\_\_\_

Type of computer(s) \_\_\_\_\_

Primary software applications: \_\_\_\_\_

Information Alley, 1200 East Anderson Lane, MS: 212-STI, Austin, TX 78752 – email: alley@apple.com fax: (512) 908-8018